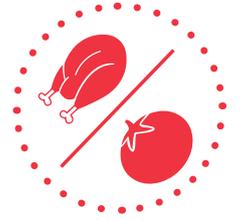


SAFE METHOD:

FOOD ALLERGIES



It is important to know what to do if you serve a customer who has a food allergy, because these allergies can be life-threatening.

SAFETY POINT	WHY?
<p>If someone asks if a dish contains a certain food, check all the ingredients in the dish (and what they contain), as well as what you use to cook the dish, thicken a sauce and to make a garnish or salad dressing. Never guess.</p> <p>A customer may also give you an allergy 'chef card' listing the foods that they are sensitive to.</p> <p>See an allergy 'chef card' here: food.gov.uk/sites/default/files/allergy-chef-cards.pdf</p>	<p>If someone has a severe allergy, they can react to even a tiny amount of the food they are sensitive to. See Managing Food Allergens Information Safe method in the Management section.</p> <p>You can find out more about allergies at food.gov.uk/business-industry/allergy-guide</p>
<p>Keep a record of the ingredient information of any ready-made food and drink you use to cook or serve. Separating and labelling ingredients is very important when preparing food to help you identify what is in the meal, easily.</p>	<p>This is so you can check what is in the food.</p>
<p>Give detailed information in the name or description of dishes on the menu, especially if they include the foods listed over the page, e.g. chocolate and almond slice, sesame oil dressing. Remember to update the menu when recipes change.</p>	<p>This allows people with food allergies to spot that dishes contain certain foods.</p>
<p>When you have been asked to prepare a dish that does not contain a certain food, make sure work surfaces and equipment have been thoroughly cleaned first. Make sure staff wash their hands thoroughly before preparing the dish.</p>	<p>This is to prevent small amounts of the food that a person is allergic to getting into the dish accidentally.</p>
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HOW DO YOU DO THIS?

How do you check if food does not contain a particular ingredient?

How do you prepare food for someone with a food allergy?



THINK TWICE!

Which ingredients can cause a problem?

You must provide information about allergens to your customers if they are used as ingredients in the food and drink that you provide. You can find further information here: [food.gov.uk/sites/default/files/multimedia/pdfs/publication/loosefoodsleaflet.pdf](https://www.food.gov.uk/sites/default/files/multimedia/pdfs/publication/loosefoodsleaflet.pdf).

These are some of the foods people may be allergic to and where they may be found:

Nuts (Namely almonds, hazelnuts, walnuts, pecan nuts, Brazil nuts, pistachio, cashew, Macadamia or Queensland nut).	In sauces, desserts, crackers, bread, ice cream, marzipan, ground almonds, nut oils.
Peanuts	In sauces, cakes, desserts. Don't forget groundnut oil and peanut flour.
Eggs	In cakes, mousses, sauces, pasta, quiche, some meat products. Don't forget foods containing mayonnaise or brushed with egg.
Milk	In yoghurt, cream, cheese, butter, milk powders. Also check for foods glazed with milk.
Fish	In some salad dressings, pizzas, relishes, fish sauce. You might also find fish in some soy and Worcestershire sauces.
Crustaceans	Such as prawns, lobster, scampi, crab, shrimp paste.
Molluscs	These include mussels, whelks, squid, land snails, oyster sauce.
Cereals containing gluten (namely wheat (such as spelt and Khorasan wheat), barley, rye and oats)	Also check foods containing flour, such as bread, pasta, cakes, pastry, meat products, sauces, soups, batter, stock cubes, breadcrumbs, foods dusted with flour.
Celery	This includes celery stalks, leaves and seeds and celeriac. Also look out for celery in salads, soups, celery salt, some meat products.
Lupin	Lupin seeds and flour in some types of bread and pastries.
Mustard	Including liquid mustard, mustard powder and mustard seeds, in salad dressings, marinades, soups, sauces, curries, meat products.
Sesame seeds	In bread, breadsticks, tahini, houmous, sesame oil.
Soya	As tofu or beancurd, soya flour and textured soya protein, in some ice cream, sauces, desserts, meat products, vegetarian products.
Sulphur dioxide (when added and above 10mg/ kg in the finished food and drink)	In meat products, fruit juice drinks, dried fruit and vegetables, wine, beer.

WHAT TO DO IF THINGS GO WRONG

If you think a customer is having a severe allergic reaction:

- do not move them
- ring 999 and ask for an ambulance with a paramedic straight away
- explain that your customer could have anaphylaxis (pronounced 'anna-fill-axis')
- send someone outside to wait for the ambulance
- if the customer has an adrenalin or Epi pen, help them to get it.

HOW TO STOP THIS HAPPENING AGAIN

- Make sure all your staff understand how important it is to check all the contents of a dish if asked by someone who has a food allergy.
- Make sure you keep accurate and updated ingredient information for all ready-made products and staff know to check it.
- Review the way that staff prepare a dish for someone with a food allergy – are they cleaning effectively first and using clean equipment?
- Improve the descriptions on your menu.
- Train staff again on this safe method.
- Improve supervision.

Write down what went wrong and what you did about it in your diary.

